AMENDMENTS TO THE CLAIMS:

1. (Cancelled)

2. (Currently Amended) ~~The monitoring system as set forth in claim 1~~ A system for monitoring an automated teller machine, comprising:

a first call center for operating said automated teller machine via a line;

a second call center installed in an area which has a time different from an area where said first call center is installed; and

a monitoring apparatus for receiving run information or operation information of said automated teller machine, selecting one of said first and second call centers, and transmitting the received run or operation information to the selected call center, wherein said monitoring apparatus includes:

a storage for storing service hours of said first and second call centers and use languages and machine knowledge levels of operators of said first and second call centers; and

a controller for searching said storage on the basis of a use language of a user, a machine number of said automated teller machine and an inquiry type received from the automated teller machine, and selecting the call center when the searching time is in service hours stored in said storage, the use language received from the automated teller machine coincides with the use language of the operator stored in said storage, and the machine number and an inquiry type correspond to machine knowledge level of the operator stored in said storage.

3. (Currently amended) The monitoring system as set forth in claim [[1]] 2, wherein said monitoring apparatus includes:

counting means for counting up access frequencies to the operators of said first and second call centers from said monitoring apparatus for each operator and storing the access frequencies therein; and

control means for not transmitting the run information and operator information to the operator having an access frequency stored in said counting means ~~arrived~~ at a predetermined value and for resetting [[an]] a count frequency stored in said counting means when the access frequencies of a plurality of operators reach a predetermined value.

4. (Currently Amended) The monitoring system as set forth in claim [[1]] 2, wherein said first call center transmits service information including service hours to said monitoring apparatus when the first call center started or ended its service, said second call center transmits service information including service hours to a monitoring apparatus different from said monitoring apparatus when the second call center started or ended its service, and said monitoring apparatus transmits the received service information of the first call center to said different monitoring apparatus.

5. (Cancelled)

6. (Currently amended) The monitoring apparatus as set forth in claim [[5]] 10, wherein said automated teller machine includes:

a display for displaying a guidance on its display screen to a user and guiding various transactions;

a touch panel for entering data according to the guidance appearing on the display screen;

a money input/output part for processing paper money or coins deposited or discharged;

a card part for reading or writing a magnetic card inserted; and

a bankbook part for reading or writing a magnetic stripe of an inserted bankbook and printing transaction contents on the bankbook.

7. (Currently Amended) The monitoring apparatus as set forth in claim [[5]] 10, wherein said plurality of call centers are installed in areas having a time difference therebetween, and each of the call centers include:

display means for displaying run information and operation information transmitted by said respective communication means thereon; and

input means for inputting an operational instruction to said monitoring apparatus.

Claims 8 and 9 (Cancelled)

10. (Currently Amended) ~~The monitoring apparatus as set forth in claim 5~~ A monitoring apparatus for an automated teller machine which performs a predetermined transaction operation by selectively entering information according to an instruction on a guidance display screen via a line and for connection to a plurality of call centers which accept a consultation relating to the automated teller machine, comprising:

first storage means for storing service information of said call centers and operator information relating to operators of the call centers for each call center;

second storage means for storing run information of said automated teller machine received from said automated teller machine and operation information of a user thereof;

control means for searching for service information and operator information stored in said first storage means in response to a request from said automated teller machine to select a call center; and

communication means for transmitting the run information and operation information stored in said second storage means to the call center selected by said control means, ~~wherein~~ wherein:

said first storage means stores at least a use language and a machine knowledge level for each operator as said operator information, and

said selection of ~~the~~ a call ~~centers~~ center by said control means is carried out on the basis of the fact that the use language of the user received from said automated teller machine coincides with the use language of an operator stored in said first storage means and that said machine knowledge level stored in said first storage means for the operator corresponds to the run information stored in said second storage means.

11. (Currently Amended) The monitoring apparatus as set forth in claim [[5]] 10, wherein said second storage mans stores at least deposit and withdrawal ~~perations~~ operations of the automated teller machine, types of handled bills, the number of handled bills and abnormal information of the automated teller machine for each time zone as the run information, and also stores at least a user's ~~depression~~ input on the automated teller machine, medium inserting and accepting operation as the operation information.

12. (Currently Amended) The monitoring apparatus as set forth in claim [[5]] 10, wherein, when receiving an operational inquiry of the user from said automated teller machine, said control means stores the received inquiry information in said second storage means, and said

communication means transmits the inquiry information stored in said second storage means to the call center selected by said control means.

13. (Currently Amended) The monitoring apparatus as set forth in claim [[5]] 10, wherein said first storage means stores fault information received from said automated teller machine, said control means judges whether or not the fault information is stored in said second storage means when receiving a fault declaration from said automated teller machine, and said control means transmits the fault information of said second storage means together with the fault declaration to the call center selected by said control means when determining that the fault information is stored.

14. (Cancelled)

15. (Currently Amended) The monitoring apparatus as set forth in claim [[14]] 16, wherein said machine information includes a machine number of the automated teller machine, a record of deposit and withdrawal of the automated teller machine, type information of bill deposited and ~~withdraw~~ withdrawn, and a record of insertion or discharge of a medium into or from the automated teller machine.

16. (Currently Amended) ~~The monitoring apparatus as set forth in claim 14~~ A monitoring apparatus connected to a plurality of call centers via a line for monitoring an automated teller machine, comprising:

a storage for storing machine information of said automated teller machine, machine knowledge levels of operators of the call centers, use languages of the operators of the call centers, and service information of the call centers; and

a controller, responsive to inquiry information or fault declaration information received from said automated teller machine, for selecting one of said call centers to which the inquiry information or fault declaration information is to be transmitted on the basis of said machine information, said machine knowledge levels, said use languages and said service information stored in said storage, ~~wherein~~ wherein:

said inquiry information includes a machine number of the ~~transmitted~~ automated teller machine, user's use language, an inquiry type, installation location of the ~~transmitted~~ automated teller machine, a ~~transmitted~~ transmission time, and an inquiry contents, and

said controller searches for one of the operators whose use language included in said inquiry information coincides with the use language of the operator stored in said storage and who has ~~the~~ a machine knowledge level corresponding to said machine number and inquiry type included in said inquiry information.

17. (Currently Amended) The monitoring apparatus as set forth in claim [[14]] 16, wherein, when receiving said fault declaration information from said automated teller machine, said controller previously receives the fault information including a fault occurrence location in the automated teller machine and a handled medium in the automated teller machine and judges whether or not the information is stored in said storage.

18. (New) An apparatus for monitoring an automated teller machine, comprising:

a communication part, for receiving information from the automated teller machine and for sending information to a selected one of a plurality of call centers;

storage for storing machine information of the automated teller machine and machine knowledge levels of operators at the call centers; and

a controller responsive to receipt of inquiry information or fault declaration information from the automated teller machine, for selecting one of the call centers to which to transmit the received inquiry information or fault declaration information based on correspondence of the machine information of the automated teller machine to a stored machine knowledge level of an operator at the selected call center.

19. (New) A method for monitoring an automated teller machine, comprising:

receiving inquiry information or fault declaration information from the automated teller machine;

searching knowledge levels of operators at a plurality of call centers to select a call center based on correspondence of machine information of the automated teller machine or the received inquiry information to a stored knowledge level of an operator at the selected call center; and

sending the received inquiry information or fault declaration information from the automated teller machine to the selected call center.